

## **OLRS Communication**

- What?** Multiple Applications
- Who?** OLRS professional users
- Why?** Additional Information
- When?** Distributed 2/24/11

**Message:** During the January Recruiters Roundtable, we discussed how a job seeker could have more than one application for a posting which have the exact same day and time stamp. The guidance we received from NEOGOV stated that when an applicant goes to submit their application, if they press and hold the submit button when applying or repeatedly hits the enter key while submitting their application can cause the application to be submitted more than once.

We have additional information we learned about this error and that the second application submitted is not truly a duplicate application. One of the applications submitted is the completed application as submit by the applicant, the other may not be complete. The applicant should be considered based on their completed application. If you have a Supplemental Questionnaire step, both of the applications should be moved into this step. The completed application should be considered and moved through the recruitment process as usual. The extra application should be archived with a comment stating the reason.

### **Questions? Contact:**

DOP Service Center: (360) 664-6400

Email Contact: [servicecenter@dop.wa.gov](mailto:servicecenter@dop.wa.gov)

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